

ASHLEY MOSLEY

CUSTOMER SERVICE // ADMINISTRATION // LEADERSHIP

Dear Hiring Committee,

With this letter and the attached resume, I would like to express my sincere interest in the administrative professional position you have available. As an accomplished professional with 10+ years of experience spearheading comprehensive HR functions, customer service and administrative operations, I possess a wide range of knowledge and talents that will allow me to contribute toward the success of your company.

My background lies in successfully directing organizational planning and performance through strategic processes and staff development. Throughout my career as a Human Resources Assistant for Mosley Logistics, LLC, I have managed recruitment procedures, employee training initiatives, staff coaching, and employee morale-boosting practices. Additionally, my established success in effectively interacting with staff and management teams positions me to make a significant contribution to your company.

The following achievements demonstrate my qualification for this position:

- Interviewing, hiring, and training top-performing teams while ensuring comprehensive adherence to organizational regulations and guidelines
- Developing and implementing company-wide policies and procedures to establish standardization and drive staff compliance
- Establishing solid and trusting partnerships through exceptional relationship-building skills; utilizing positive energy and interpersonal abilities to secure employee and management trust
- Excelling at balancing multiple tasks while providing top-level organization, interpersonal, and communication skills.
- Earning an Associate of Science degree in Business Administration from Georgia Military College
- Serving the country in the United States Army

My proven dedication to optimizing organizational success through my keen knowledge of human resources operations and strategies will contribute immensely to the success of your company. I would greatly appreciate an interview that would allow us to discuss my experience and what I have to offer in more detail if considered for said position. Thank you for your time and consideration in this matter.

Sincerely,

Ashley Mosley

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ASHLEY MOSLEY

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Desired Job: Customer Service professional
Desired Location: Within a 30 miles radius

Citizenship: Yes
Availability: Permanent, Full-Time

PROFILE:

A self-motivated individual with the passion and drive to take ownership of new tasks and go beyond boundaries to perform and accomplish tasks. Active listener and exceptional communicator willing to understand conflicts and provide a positive resolution. Noted for taking on challenging tasks in a new environment. Desiring position as a customer service professional with your company to offer quality service and support through experience in administrative duties.

RELEVANT SKILLS:

Diversity Support	Performance Management	Organizational Skills
Client Services	Computer Competencies	Data Entry
Business Acumen	MS Office Proficient	Type 40 WPM

KEY SKILLS:

- Customer service orientation
- Administrative Support
- Financial Support
- Project Management
- Interpersonal Skills
- Problem-solving
- Leadership skills
- Human Resources experience
- Daily office operations
- Office Management
- Quality Assurance
- Time Management
- Communication Skills
- Attention to detail

CUSTOMER SERVICE ADMINISTRATION LEADERSHIP

Business Management

Managed full scope of day-to-day operations for multiple facilities in accordance with company policies.

Administration

Performed office administrative functions including basic accounting, recordkeeping, file maintenance, correspondence, telephone, responded to emails and voicemails.

Customer Service

Provided frontline team exceptional support through a variety of mechanisms for them to deliver superior customer service.

Task/Performance Management

Developed and implemented strategic objectives to ensure achievement of profitability goals and a high level of client satisfaction.

Recruiting, Hiring and Terminations

Reviewed applications and evaluated qualifications of applicants; conducted interviews and made hiring decisions.

EXPERIENCE:

Motor Transport Operator (88M), 6/2019 – 8/2022 **U.S. Army, Fort Campbell, KY**

- Supervised or operated wheeled vehicle, assisted in organizing convoys, dispatched vehicles, verified vehicle logbooks, compiled time, mileage and load data, and performed self-recovery operations
- Identified, corrected or reported all vehicle deficiencies
- Managed load, unload and safety of personnel being transported
- Responsible for overseeing and checking proper loading and unloading of cargo on vehicles and trailers
- Operated a cargo transporter and /or commercial-type trucks to transport material between warehouses
- Performed vehicle self-recovery and field expedients to include towing vehicles
- Operated vehicle component material handling equipment (MHE) as required

Human Resources Assistant, 9/2015 – 4/2019 **Mosley Logistics, LLC, Greensboro, GA**

- Assisted with day to day operations of the HR functions and duties
- Processed documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
- Coordinated HR projects (meetings, training, surveys etc.) and take minutes
- Assisted in payroll preparation by providing relevant data (absences, bonus, leaves, etc.)
- Maintained employee records and ensure data accuracy in HR systems
- Supported employee relations by addressing inquiries and providing information on HR policies and procedures

Customer Service Representative, 1/2012 – 7/2015 **Publix, Greensboro, GA**

- Provided premier customer service, including greeting customers, answering their questions, and resolving issues
- Handled money services such as check cashing, lottery, gift cards, money orders and Western Union transactions
- Performed daily bookkeeping procedures such as balancing and reconciling cash drawers, maintains office accountability and prepares deposits
- Answered and directed all calls
- Maintained the cash office and equipment
- Coordinated operations on the front-end to ensure premier service for our customers

ACADEMIC QUALIFICATIONS:

A.S. in Business Administration • **GEORGIA MILITARY COLLEGE** • Milledgeville, GA
In Progress

High School Diploma • **GREENE COUNTY HIGH SCHOOL** • Greensboro, GA
Coursework in Mathematics, English, Science, Business Development, Computer Applications
Graduated: 2011

Key Accomplishments:

- A comprehensive working knowledge of various computer applications
- Regarded as a competent team member who is always prepared to go the extra mile
- Exhibits professionalism and a strong work ethic for ensuring that mail gets delivered on time and in a friendly, courteous manner
- Displays excellent oral communication skills for speaking directly with the public, providing information and selling products and services
- Proven ability to remain focused and self-directed in a fast-paced work environment while dealing with conflicting demands